

Low Income Home Energy Assistance Program

Guidance LI-018-02

Subject: Reissuance of EAP Client Checks

Effective Date: November 15, 2018

Release Date: November 30, 2018

Background: IHCDA has been issuing checks to clients who have their utilities in rent since the start of program year 2018. Sometimes checks are never received by clients. Below is the correct procedure for reissuing client checks.

Procedure:

Any client who cashes an original check after receiving a replacement check may be ineligible for future EAP benefits.

When a client states that he or she has never received a check, the LPS should take the following steps:

- The LSP should ask the client to verify his or her bank records to be sure that he/she did not cash the check and then forget.
- The LSP should verify the client's address in case the mail was not delivered properly.
- The LSP should contact the Program Accounting (ProgramAccounting@ihcda.IN.gov), giving them the name and correct address (if applicable) for the client who did not receive the check.
- IHCDA Program Accounting staff will see if the check is at IHCDA. If not, Program Accounting will look to see if the check has been issued and cashed.
- If the check has been cashed, Program Accounting will send a copy of the cashed check to the LSP. IHCDA will not be able to issue a new check. If the client feels he or she hasn't cashed the check, the LSP should tell the client to file a police report and send a copy of the report back to IHCDA. IHCDA may be able to pursue the claim that the check was fraudulently cashed.
- If the check has not been cashed, Program Accounting will reissue the check.

Misuse of EAP funds

Any client who cashes an original check after receiving a replacement check may be ineligible for future EAP benefits.

IHCDA's re-issued EAP checks will have a new disclaimer as follows:

READ BEFORE ENDORSING:

This is a replacement check for a lost Energy Assistance Program (EAP) check previously issued by IHCDA. Endorsement of this check acknowledges the following:

- 1) I have not received the original check issued by IHCDA.
- 2) I understand that IHCDA has placed a stop-payment on the original check.
- 3) In the event that the original check is received it will immediately be returned to IHCDA.
- 4) Violation of these terms will result in suspension from the EAP program.

